



U.S. Citizenship  
and Immigration  
Services

National Benefits Center

# NBC Milestones

**2001 – Established as the *Missouri Service Center***

- **Located at National Records Center (NRC)**
- **Processed Legal Immigration Family Equity Act cases**

**2002 – Relocation to present location**

**2004 – Redesignated as the *National Benefits Center***

**2013 – Opened a second facility in Overland Park, KS.**



# NBC Mission

**NBC supports the USCIS mission:**

- Right BENEFIT
- Right PERSON
- Right TIME

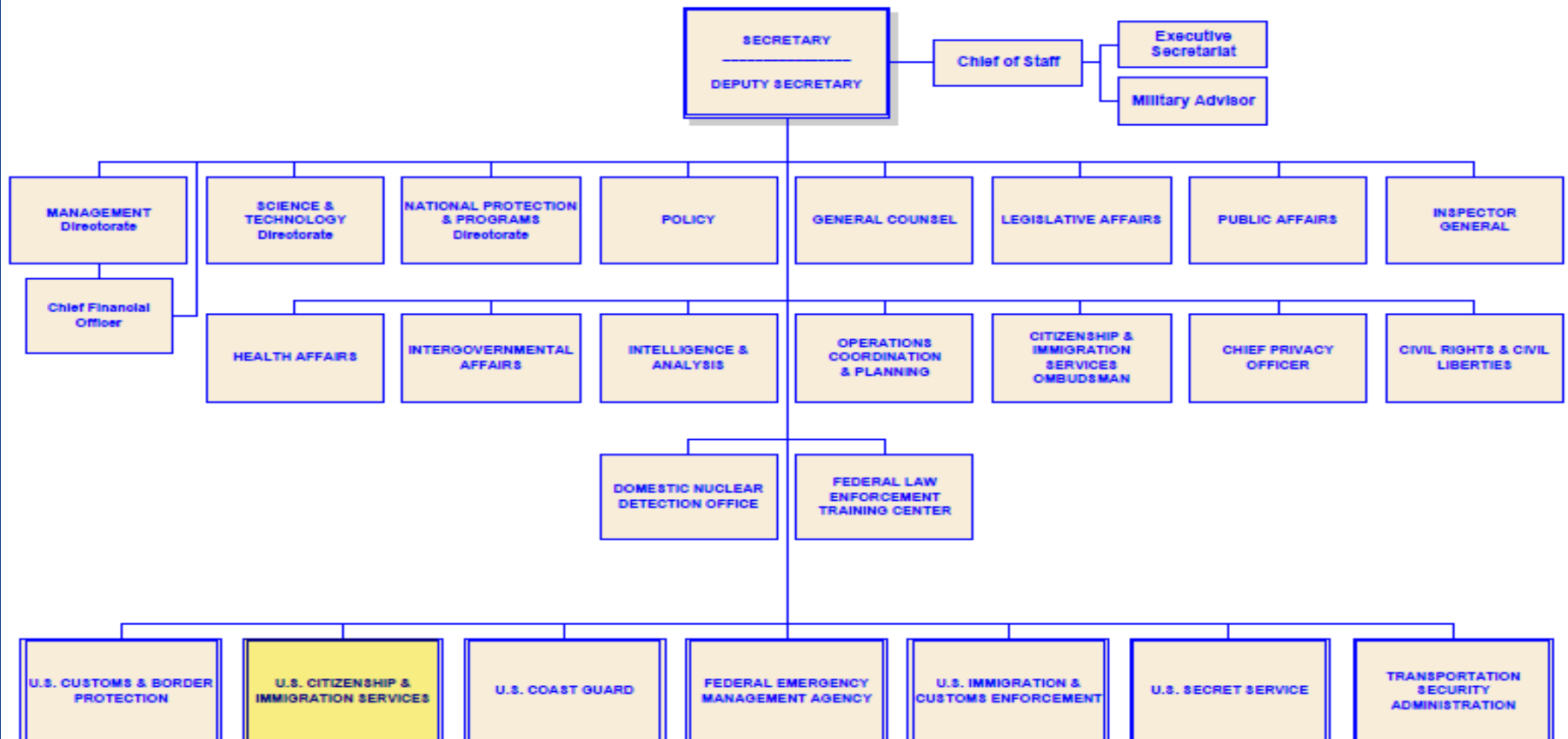


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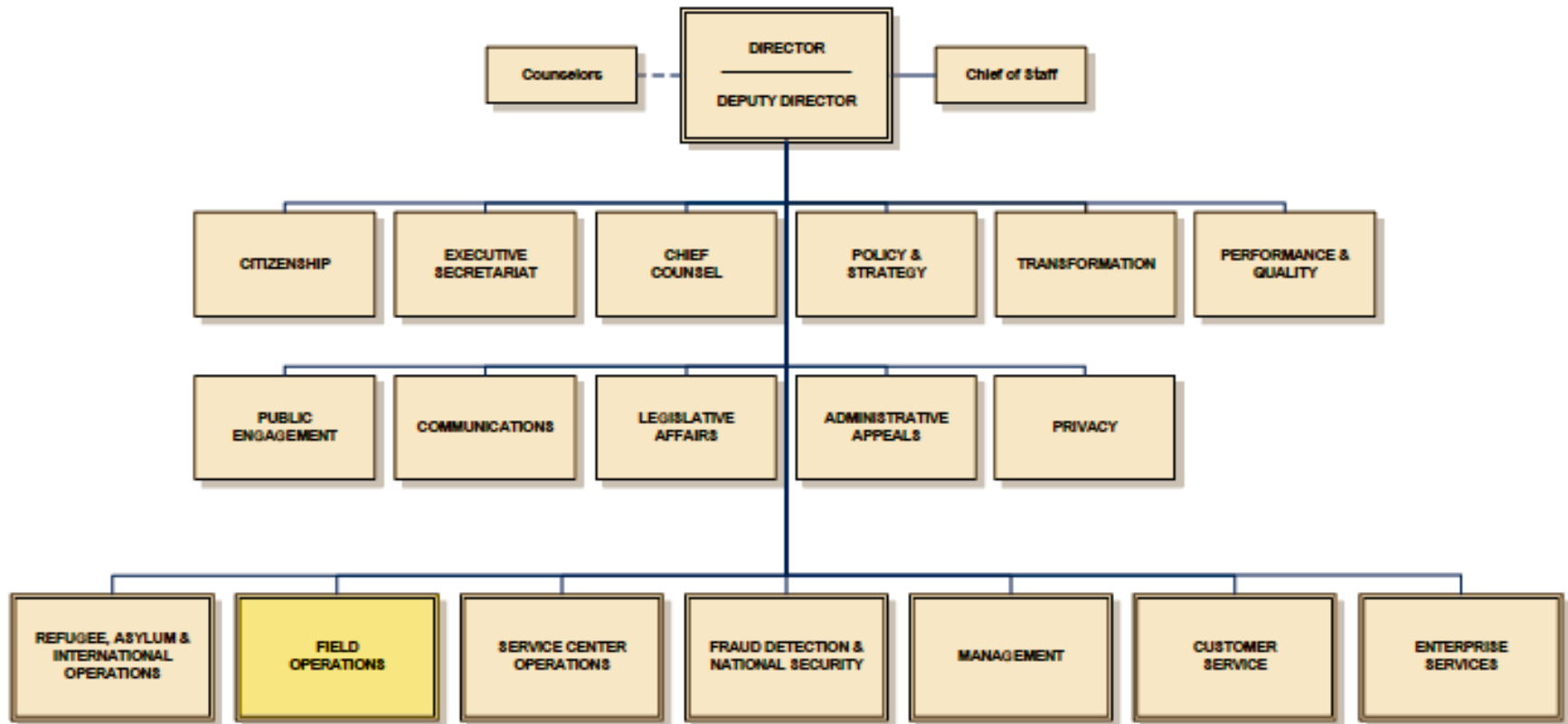
# Organization

## U.S. DEPARTMENT OF HOMELAND SECURITY



# Organization

## U.S. CITIZENSHIP & IMMIGRATION SERVICES



# Scope of Operation

- In FY 14 had 2,842,698 receipts at the NBC
- We have two sites – Lee's Summit, MO and Overland Park, Kansas
- Close to 900 Federal employees and 1200 contractors
- We pre-process Adjustment of Status and Naturalization cases for the Field and
- Complete processing for other forms
  - Provisional Unlawful Presence Waiver
  - Employment Authorization (EAD Card) and Travel Authorization

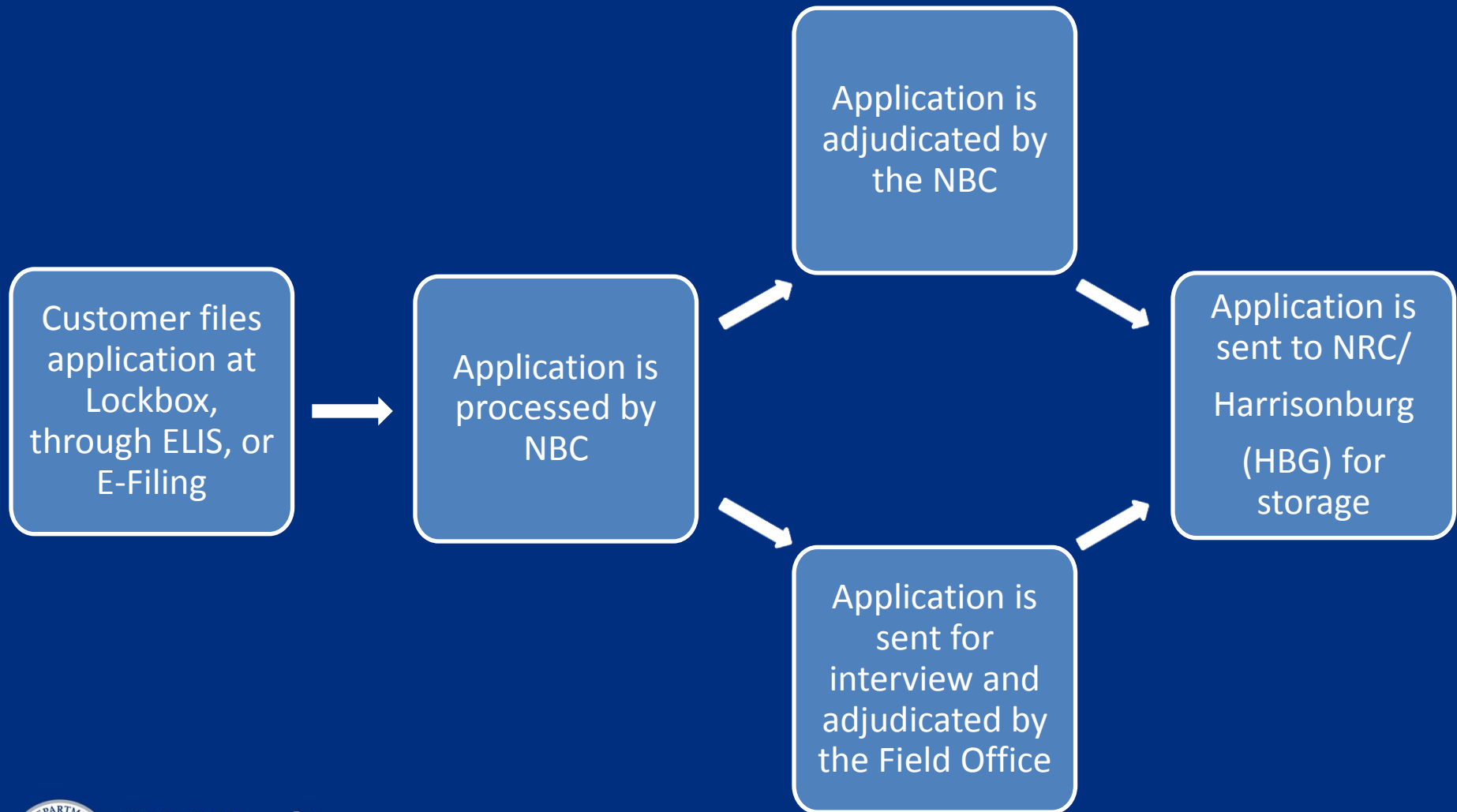


# Scope of Operations (cont'd)

- Regressed visas
- Civil surgeon designation
- Adoptions
- Replace permanent residence card



# Lifecycle of an Application





# Volume of Receipts Processed at NBC

<i><b>Form/Activity</b></i>	<i><b>FY 2014 Adjudications</b></i>
I-765	458,819
I-131	103,063
Adoptions	15,742
I-90	473,983
I-601A	38,646
I-485	313,117
I-130	217,732
N-400s	672,681

**Completed at NBC**

**Completed at Field Office**



# Customer Interaction

- Internal and External Customers
  - Internal – ICMS, Field POC
  - External – Congressional, SRMT, AILA



# Internal Customers

- Internal Case Management System (ICMS) Helpdesk supports users by issuing new user accounts and resetting passwords, electronically transferring cases and biometric processing, and processing card stops/corrections. They answer over 66,000 tickets/year.
- This team provides our USCIS partners in other offices with information and assistance related to cases we possess and/or process for them through emails and phone calls. We operate a call center open from 8 a.m. to 4 p.m. CST M – F. They address over 25,000 questions each year.



# Congressional Liaison Team

- This team serves as the primary point of contact for U.S. Members of Congress and their staff to inquire on cases processed at the NBC through email and phone calls.
- Call center open 8 a.m. – 4 p.m. CST, Mon. – Fri.
- In 2014 the Congressional Liaison team answered:
  - 5,999 phone inquiries
  - 8,325 email inquiries



# Congressional Team (cont'd)

- Common inquiries:
  - Case status
  - Inquiries related to Interview Waiver cases
  - Expedite requests
- Additional duties:
  - Outreach to Congressional offices
  - Respond to inquiries from the Office of Legislative Affairs
  - Respond to inquiries from AILA



# Service Request Management Tool

## Teams (4 teams)

- Teams receive inquiries from the National Customer Service Call Centers (placed in the Service Request Management Tool database) and on-line e-requests through the USCIS website.
- The team serves as the primary point of contact for applicants/petitioners and/or their representative to inquire on cases processed at the NBC.
- In FY 2014, the teams received almost 39,000 SRMT requests answered by officers. An additional 1.2 M change of address and undeliverable mail were handled by contractors.





# U.S. Citizenship and Immigration Services

QUESTIONS???

# About this Presentation

- Author: USCIS OLA
- Date of last revision: May 2015
- This presentation is current only as of the date of last revision.
- This presentation contains no sensitive Personally Identifiable Information (PII).
- Any references in documents or text, with the exception of case law, relate to fictitious individuals.





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